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Via ECFS
Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

There are so many reasons why competition is good. I have been a victim (yes, victim) - of AT&T for as long as I have been in business after Pac Bell. First I was a hostage to AT&T's cell plan when I was unable to get a signal from most of the places I was using the phone. That was a number of years ago, and they would not let me out of my contract without paying hundreds of dollars. That is what I ended up doing when they told me basically that my inability to use THEIR cellular service was my problem. I vowed to NEVER use their cellular services no matter what, and I have never gone back.

I then was stuck with AT&T's "UVerse" and DSL in all my business locations. No option and no good answer of why I couldn't get better services. Well, I am almost completely free of the big box providers who have kept me in the dark for days and weeks and countless hours of phone calls in order to get my services to work properly.

It was at the end of 2016 when BOTH my salon and retail store had no service. In the middle of holiday season! No way to process credit cards and not knowing how much business was lost until I had to scramble to get Square payments to work on my tablet and calls forwarded to cell phones. We never got the salon back online and I was paying for services the entire time!

If you want me to go on and on why I LOVE my local service providers, I can write a book! They have been attentive and quick in addressing any issues that have come up, and they have been few compared to the nightmare of the larger companies. My blood pressure goes up even thinking about the issues I have had with the other companies.

Regards,
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